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## **SPECTRA ENGINEERING PTY LTD**

# **Service Terms & Conditions**

### **Spectra Engineering RMA Request**

An RMA number must be issued prior to the return of faulty equipment. Faults can sometimes be a programming or configuration issue and can be rectified by a service technician over the phone. An RMA must accompany each unit sent to Spectra for repair. These can be downloaded from the Spectra Web site or requested from our office. In order to provide the best possible service it is essential that you be as comprehensive as possible in describing the fault. Statements such as "Faulty" or "Doesn't Work" are ineffective and may delay the repair. Also please ensure that all contact and shipping details are included on the RMA.

### **Refuse to Repair**

Spectra reserves the right to refuse to repair any equipment.

### **Freight & Packaging**

Freight to and from our service centre is payable by the customer. This includes repairs covered under warranty. Each piece of equipment must be suitably packaged to avoid further damage. Spectra will not accept responsibility for damage caused during transit.

### **Minimum Charge**

A minimum charge of AUD \$150.00 shall apply to each unit submitted for repairs to cover handling, recording, identifying the cause of the fault and quoting on the estimated cost of the repair.

The minimum charge shall apply where warranty claims are found to be not valid, or where no faults were found to the unit submitted, regardless if the claim is under warranty or not.

### **Quotations**

A quotation for the repairs will be forwarded to you by e-mail or fax. Should you agree to the repair charges you must indicate your acceptance by signing the quotation and returning it to Spectra or by sending a purchase order to cover the repair. If you do not wish to proceed with the repair you must arrange to collect the equipment.

### **Subsequent Faults**

In some instances it is conceivable that a fault can be identified and repaired only to find that another fault becomes evident. In this instance the customer will be advised of the situation to seek further instructions. Irrespective of the subsequent decision the customer will be liable for the cost of the original repairs undertaken.

### **Unclaimed Equipment**

Any equipment that remains unclaimed for more than three months shall be disposed of without compensation to the owner.

### **Factory settings**

Once repaired, units shall be aligned, configured and tested according to Spectra standard factory settings, unless otherwise specified on the RMA form.

It is the customer's responsibility to re-set the unit back to its required operational configurations.

### **Firmware**

It is Spectra procedure to upgrade firmware to the highest compatible version. All repaired units shall be upgraded unless otherwise specified on the RMA form.

### **Guarantee**

All repairs are carried out subject to these conditions and guaranteed for six months provided the conditions of use as stipulated in the original product guarantee are adhered to. The guarantee will only apply to the repair undertaken and will not apply to any subsequent fault that may occur.